

The Dispute Service Ltd

**THE ALTERNATIVE
DISPUTE RESOLUTION
FOR CONSUMER DISPUTES
(COMPETENT AUTHORITIES
AND INFORMATION
REGULATIONS 2015)**

SCHEDULE 5 ANNUAL ACTIVITY REPORT

Reporting period 01 January 2024 - 31 December 2024



Schedule 5 Information for ADR Bodies

The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 require TDS to submit a Schedule 5 (annual) report to the competent authority, the Chartered Trading Standards Institute, when it is due.

This report should provide an overview of the number of cases received, accepted, and rejected during the relevant period.



Chartered Trading
Standards Institute
ADR Competent Authority

Information to be included in ADR entity's annual activity report

- a. the number of domestic disputes the ADR entity has received;

No. enquiries received (domestic)	33,386
No. enquiries received (cross-border)	N/A
No. disputes received (domestic)	33,386
No. disputes received (cross-border)	N/A
No. disputes accepted (continued to case) (domestic)	31,591
No. disputes accepted (continued to case) (cross-border)	N/A

- b. the types of complaints to which the domestic disputes and cross-border disputes relate;

Types of disputes:

Tenant/landlord disputes in the private rented sector primarily about the distribution of the tenancy deposit often including but not limited to:

- Cleaning
- Damage
- Redecoration
- Gardening
- Rent Arrears
- Other - specified by customer e.g. Removal of items, missing items, replacement keys, oil, utilities, early termination fee etc.

- c. a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity;

No systemic issues or significant problems to report.

- d. any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices;

N/A

- e. the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;

Total no. of disputes rejected		1,792
Reason	No. rejected	Percentage of rejected
a) the consumer has not attempted to contact the trader first	1262	3.8%
b) the dispute was frivolous or vexatious	N/A	
c) the dispute had been previously considered by another ADR body or the court	N/A	
d) the value fell below the monetary value	N/A	
e) the consumer did not submit the disputes within the time period specified	530	1.6%
f) dealing with the dispute would have impaired the operation of the ADR body	N/A	
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc	N/A	

- f. the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation;

	No. discontinued	Percentage of rejected
Discontinued for operational reasons	194	0.6%

Reasons for discontinuation:

These are cases where one or both parties withdrew consent and therefore we were unable to adjudicate or mediate.

- g. the average time taken to resolve domestic disputes and cross-border disputes;

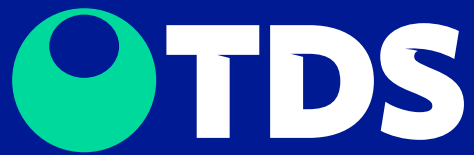
	Domestic	Cross-border
Average time taken to resolve disputes (from receipt of complaint)	64.16	N/A
Average time taken to resolve disputes (from 'complete complaint file')	16.16	N/A

- h. the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)

100%

- i. This point has been removed in amendments on 1 January 2021

Since our last review, TDS have now migrated some of its schemes onto a new platform, which includes a new compulsory self-resolution process at the start of the complaint. Although this has increased the average time taken to resolve disputes from receipt of complaint, we have had a consistent early resolution success rate of 40%.



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